User Manual

PowerPanel® Personal Edition

Rev. 2

2010/01/14

ELECTRONIC END USER LICENSE AGREEMENT FOR CYBERPOWER POWERPANEL PERSONAL EDITION

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Table of Contents

Overview **4**
Getting Started **4**
Prerequisites 4
Hardware Requirements 4
Operating System 4
Installation 5
Accessing PowerPanel Personal Edition 7
Using PowerPanel Personal Edition **7**
Understanding the User Interface 7
Main Interface Features 8
Taskbar Notification Area 11
Context Help 12
Monitor UPS 12
Status Monitoring 12
Power Events Summary 16
Configure UPS 19
Schedule Management 19
Turning the UPS Alarm On/Off 19
Runtime Configuration 20
Voltage 22
Performing A UPS Self-Test 23
Help 25
About 25
Technical Support **26**
Troubleshooting 26
FAQ 27
Glossary **29**

Overview

PowerPanel® Personal Edition (PPPE is easy to use safe shutdown software for advanced computer power management. PPPE is designed for personal computers (PCs) and provides a complete power protection solution utilizing the Uninterruptible Power Supply (UPS) to control and safely shut a PC down in the event of power problems.

The advantages of PPPE are summarized below:

- Monitor the status of the UPS and utility power at all times.
- Customizable UPS configurations for total power control and protection for your PC.
- Graceful shutdowns to protect your system and prevent data loss in the event of power outages.

Getting Started

Prerequisites

Hardware Requirements

- 133 MHz or higher Pentium-compatible CPU.
- 16 megabytes (MB) of RAM recommended minimum; more memory generally improves responsiveness.
- 2 GB hard disk with a minimum of 10 MB of free space.
- USB support.

Operating System

PowerPanel® Personal Edition software is compatible with the following operating systems:

- **32-Bit Versions:**
  - Windows 7
  - Windows Server 2008
  - Windows Vista
  - Windows Server 2003
  - Windows XP
  - Windows 2000
  - Windows ME
  - Windows 98 SE
- **64 Bit Versions:**
  - Windows 7
  - Windows Server 2008
  - Windows Vista
  - Windows Server 2003

- Windows XP
- Windows 2000

Installation

A welcome screen displays automatically when the PowerPanel® Personal Edition Installation CD is inserted into the CD-ROM. If the welcome screen does not display, browse the CD drive and open the folder named **Windows**, and then double-click the file named **setup.exe**.

To install follow these steps:

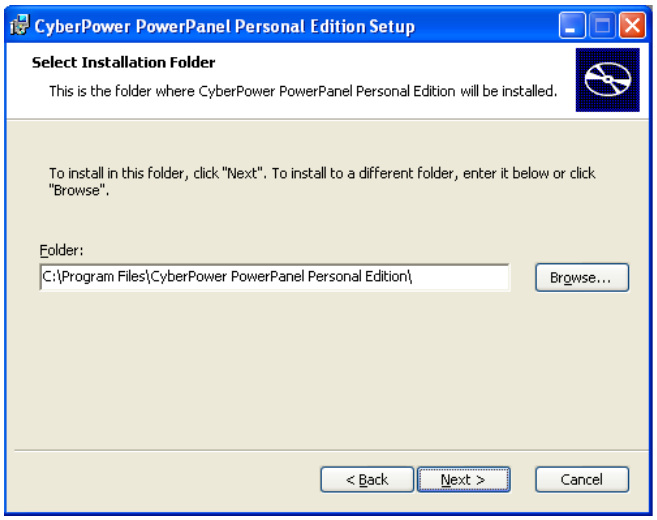
- Click the **Next** button to start an installation.

CyberPower PowerPanel Personal Edition
Welcome to the CyberPower PowerPanel Personal Edition Setup Wizard
The Setup Wizard will install CyberPower PowerPanel Personal Edition on your computer. Click "Next" to continue or "Cancel" to exit the Setup Wizard.
< Back
Next >
Cancel

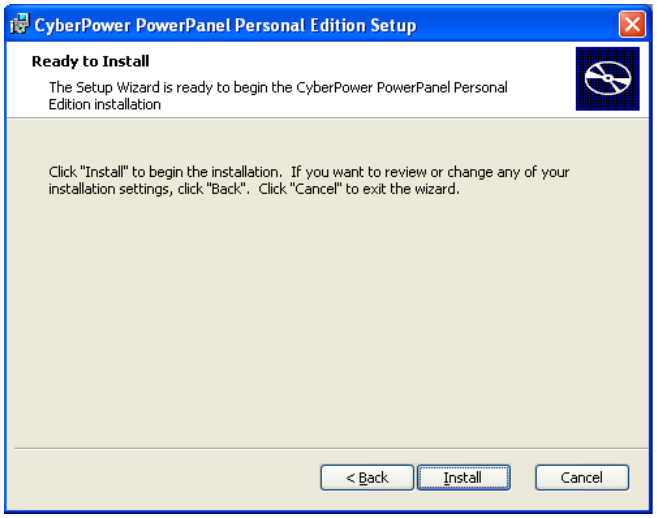
- Accept the license agreement.

CyberPower PowerPanel Personal Edition License Agreement
End-User License Agreement
Please read the following license agreement carefully
ELECTRONIC END USER LICENSE AGREEMENT FOR POWERPANEL PERSONAL EDITION
NOTICE TO USER:
THIS IS A CONTRACT. BY INSTALLING THIS SOFTWARE YOU ACCEPT ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT.The End User License Agreement and
I accept the terms in the License Agreement
I do not accept the terms in the License Agreement
< Back
Next >
Cancel

- Choose the destination directory.


CyberPower PowerPanel Personal Edition Setup
Select Installation Folder
This is the folder where CyberPower PowerPanel Personal Edition will be installed.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\CyberPower PowerPanel Personal Edition\
Browse...
< Back
Next >
Cancel

- Click the Install button to begin installing PowerPanel® Personal Edition.


CyberPower PowerPanel Personal Edition Setup
Ready to Install
The Setup Wizard is ready to begin the CyberPower PowerPanel Personal Edition installation
Click "Install" to begin the installation. If you want to review or change any of your installation settings, click "Back". Click "Cancel" to exit the wizard.
< Back
Install
Cancel

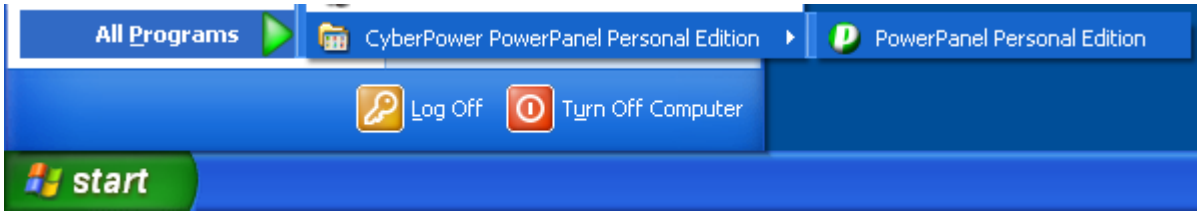
- Click the Finish button to complete the installation.

CyberPower PowerPanel Personal Edition Setup
Completing the CyberPower PowerPanel Personal Edition Setup Wizard
Click the "Finish" button to exit the Setup Wizard.
< Back
Finish
Cancel

Accessing PowerPanel Personal Edition

The PowerPanel® Personal Edition software can be accessed following the directions below:

- Select **Start > All Programs > CyberPower PowerPanel Personal Edition > PowerPanel Personal Edition**.



- Double click the PowerPanel® Personal Edition icon in the taskbar notification area.

Using PowerPanel Personal Edition

Understanding the User Interface

In Figure 1 and 2, the PPPE application has two different interfaces, Main and Minimal. To switch between the Main interface and Minimal interface, use the maximize/minimize button " " in the top right corner.

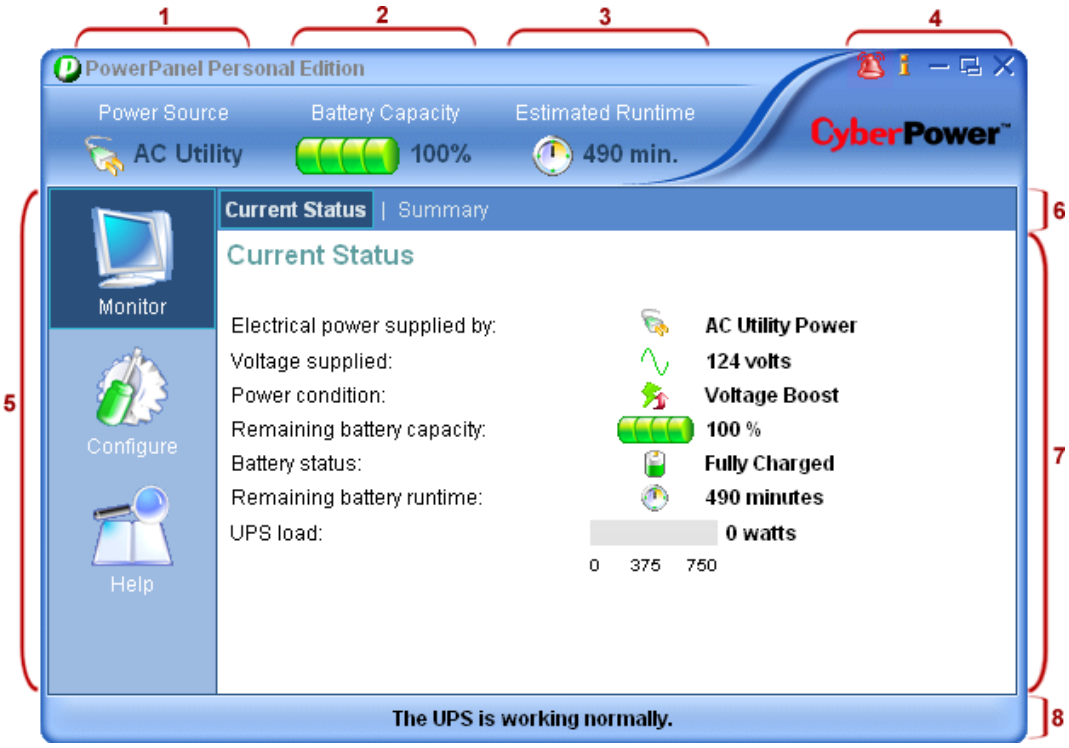


Figure 1. Main Interface

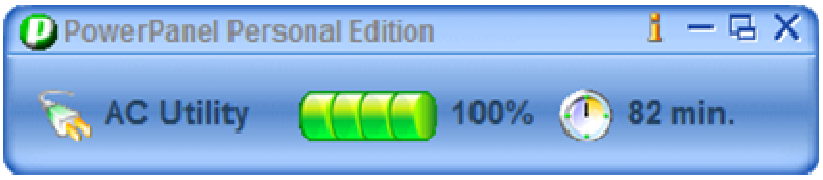


Figure 2. Minimal Interface

Main Interface Features

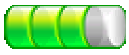
1. Power source:

Indicates which power source is supplying power to your equipment and the current status.

Icon	Description
	The UPS is supplying utility power to your equipment.
	The UPS is supplying battery power to your equipment. This may be caused by power failure, under voltage or over voltage.
	The UPS is not supplying power to your equipment.
	PPPE can't detect the current power source due to a communication loss.

2. Battery Capacity:

Indicates the UPS is charging or discharging and shows the percentage of the remaining battery capacity.

Icon	Description
	The batteries are being charged and show the current charge as a percentage of total capacity.
	The UPS is discharging and using the batteries to supply power.

3. Estimated Runtime (or **Time To Shutdown):**

The remaining runtime the UPS can supply before a shutdown is performed

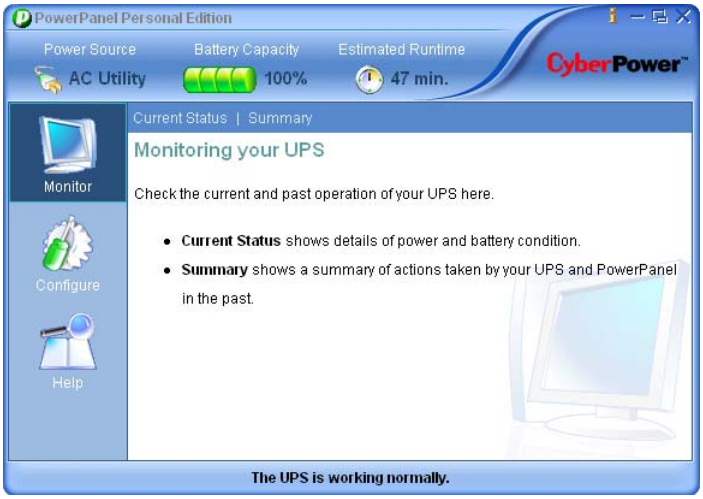
Icon	Description
	The runtime of the UPS when the UPS is supplying the utility power.
	The runtime of the UPS or the time until hibernation or shutdown begins, when the UPS is supplying battery power.

4. Special buttons:

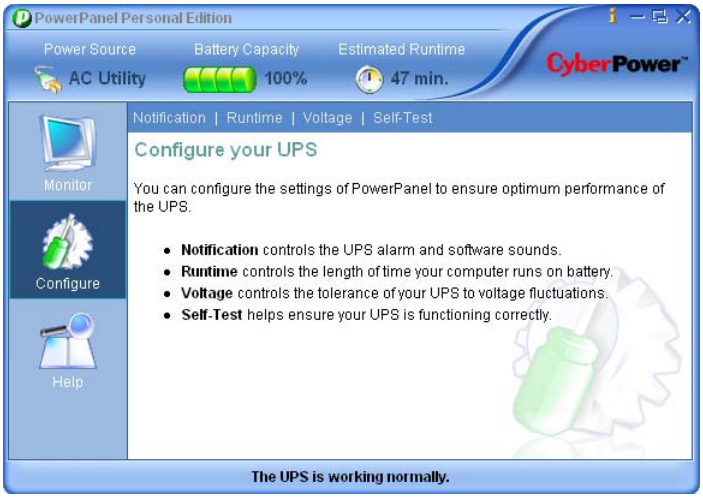
Icon	Description
	An alarm has occurred due to power events. Click this icon to turn the alarm off.
	Displays help for the selected screen.
	Minimizes the PPPE software.
	Switches the user interface between the Main interface and the Minimal interface.
	Closes the PPPE software.

5. Features Columns:

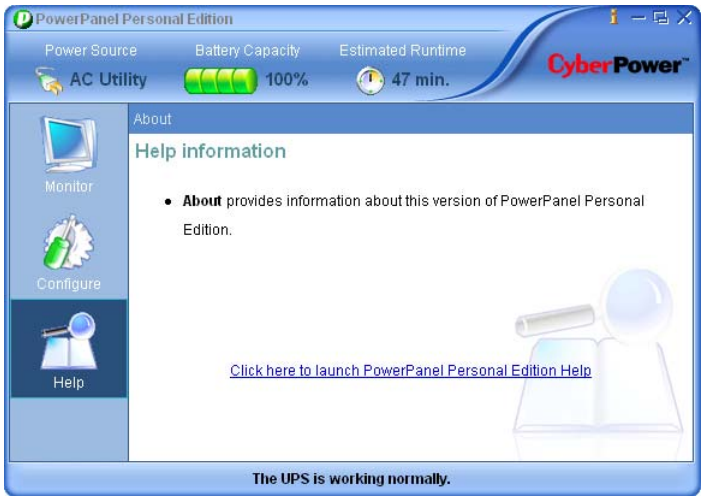
- **Monitor:** Click to access the **Monitor** menu.



- **Configuration**: Click to access the **Configuration** menu.


PowerPanel Personal Edition
Power Source
AC Utility
Battery Capacity
100%
Estimated Runtime
47 min.
CyberPower
Monitor
Configure
Help
Notification | Runtime | Voltage | Self-Test
Configure your UPS
You can configure the settings of PowerPanel to ensure optimum performance of the UPS.
Notification controls the UPS alarm and software sounds.
Runtime controls the length of time your computer runs on battery.
Voltage controls the tolerance of your UPS to voltage fluctuations.
Self-Test helps ensure your UPS is functioning correctly.
The UPS is working normally.

- **Help**: Click to access the Configuration menu.

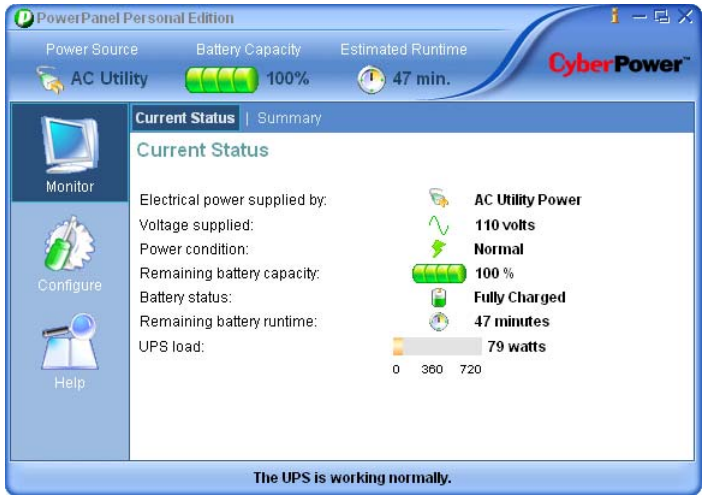


6. **Functions bar:** This bar displays different functions available for the selected feature.
   - o **Monitor** function bar:

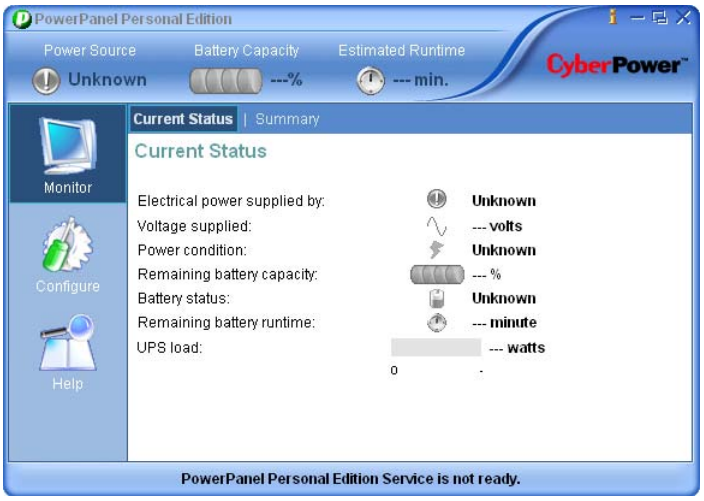
   - o **Configure** function bar:

   - o **Help** function bar:

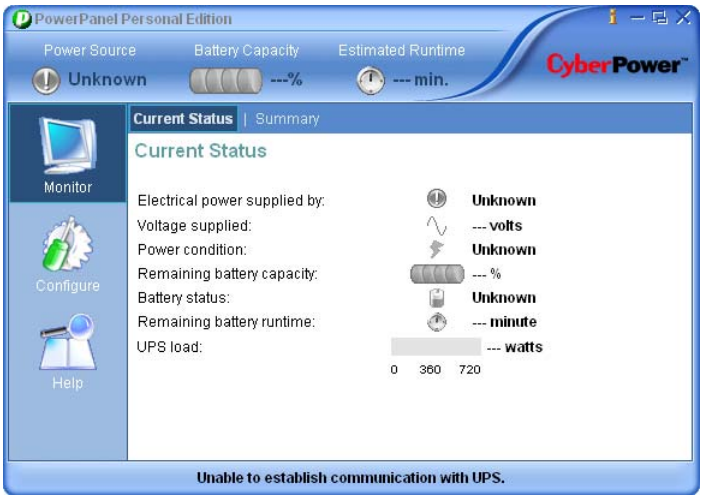
7. **Workspace**: This area displays information or settings specific to the selected feature.
8. **Status Bar:** The status bar displays one of three unique conditions:
   - o **The UPS is working normally.** The UPS is ready to supply power if a power problem occurs.

   - o **PowerPanel Personal Edition Service is not ready.** This message appears when the PPPE service is not running.



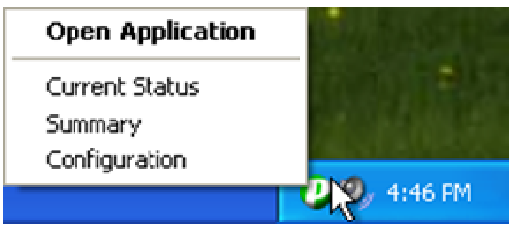
- **Unable to establish communication with UPS.** PPPE is unable to monitor your UPS because communication has been lost.



***Note**: Not all models provide the same information. The information varies with models.*

Taskbar Notification Area

Double click the PowerPanel® Personal Edition icon in the taskbar notification area to launch PPPE quickly, or right-click the icon to display context menus and then click **Open Application** to launch PPPE or click other menu items to the target screen.



Taskbar Notification Area menu

The PowerPanel® Personal Edition icon changes to indicate different conditions:

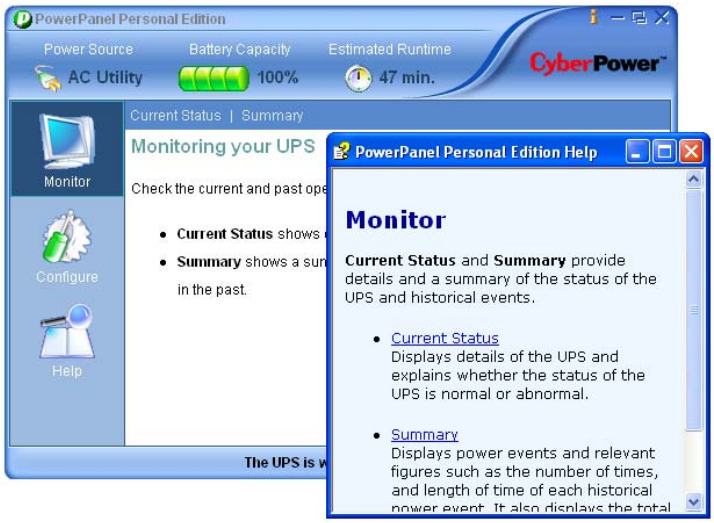
Icon	Description
	The UPS is working normally.
	The UPS is in battery mode. This indicates the UPS is using batteries to supply power to the equipment.
	PPPE is unable to connect to your UPS due to loss of communication.

The icon shows a popup message to notify when events occur. Move the cursor over the tray icon to view the message. Messages show whether the UPS is charging, operating on battery power, communicating properly, or if it's fully charged. For example, the illustration shows the "Communication with UPS is restored" message when PPPE establishes communication with the UPS.

PowerPanel Personal Edition icon tip

Context Help

Click the icon or press **F1** to open help information for the current screen. The help section provides detailed information on the current screen of PPPE.


PowerPanel Personal Edition
Power Source
AC Utility
Battery Capacity
100%
Estimated Runtime
47 min.
CyberPower
Current Status | Summary
Monitor
Configure
Help
Monitoring your UPS
Check the current and past ope
Current Status shows
Summary shows a sun
in the past.
The UPS is w
PowerPanel Personal Edition Help
Monitor
Current Status and Summary provide details and a summary of the status of the UPS and historical events.
Current Status
Displays details of the UPS and explains whether the status of the UPS is normal or abnormal.
Summary
Displays power events and relevant figures such as the number of times, and length of time of each historical

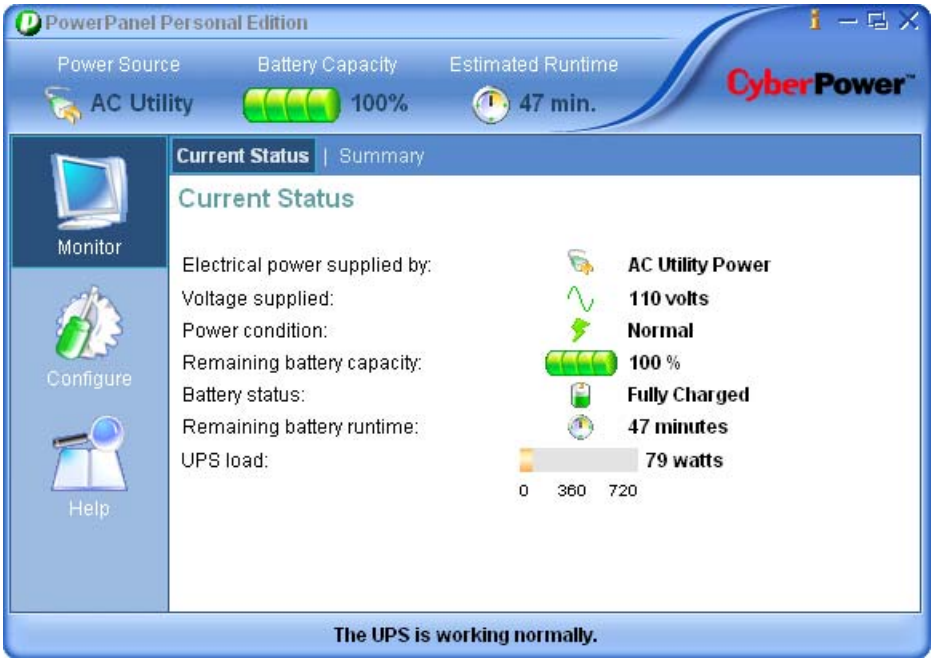
Monitor Context Help

Monitor UPS

This section provides details of the UPS status and a summary of power events.

Status Monitoring

PPPE continuously monitors the UPS and the **Current Status** screen displays the latest UPS status.



Current Status Screen

The detailed UPS status indicators are described below:

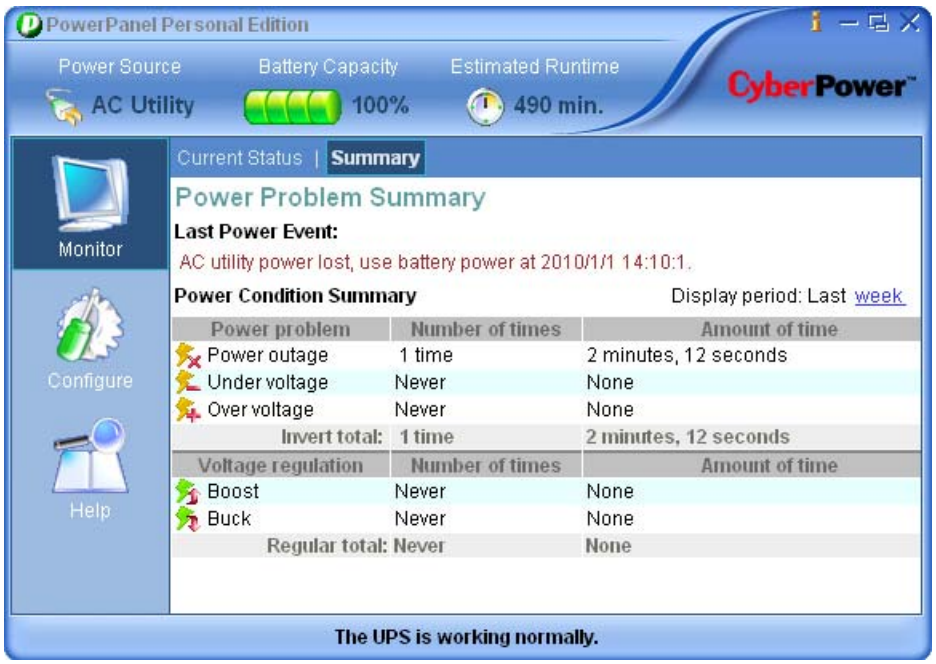
Field	Description	Icon	Status
Electrical power is being supplied by	The UPS is supplying utility power to the connected equipment.		AC Utility
	The UPS is supplying battery power to the connected equipment. This may be caused by power failure, under voltage, or over voltage.		Battery
	There is no output power, and the UPS is not supplying power to the equipment. This may be due to no batteries detected or a Self-Test failure.		None
Voltage is being supplied	The output voltage of the UPS is supplied by either utility power or batteries.		The output voltage of the UPS in line mode.
			The output voltage of the UPS in battery mode.

Field	Description	Icon	Status
Voltage condition is	Loss of utility power such as a blackout. No utility power is supplied to the UPS and the UPS is using batteries to supply power.		Power Lost
	The input voltage is lower than the low voltage threshold, and the UPS is using batteries to supply power.		Under Voltage
	The input voltage is higher than the high voltage threshold, and the UPS is using batteries to supply power.		Over Voltage
	Utility frequency is out of range, and the UPS is supplying battery power with a consistent frequency.		Frequency Failure
	Voltage is being increased to normal levels, while input voltage is approaching the low voltage threshold.		Voltage Boost
	Voltage is being decreased to normal while input voltage is approaching the high voltage threshold.		Voltage Buck
	The UPS is working normally.		Normal

Field	Description	Icon	Status
Remaining battery capacity	Current percentage of battery capacity.		The battery is charging and shows the current charge as a percentage of its total capacity.
			The UPS is using its battery to supply power and is discharging. Displays the remaining charge as a percentage of its total capacity.
Battery is currently	The batteries are charged to 100% capacity.		Fully Charged
	The batteries are being charged..		Charging
	The batteries are being discharged and the UPS is supplying battery power to the load.		Discharging
Remaining battery runtime	How long the UPS can support the connected equipment when it switches to battery mode due to power events.		The estimated minutes of battery runtime.
			The minutes of runtime remaining until shutdown in battery mode.
UPS load	The output power of the UPS as a percentage of maximum load		The wattage of the load in line mode.
			The wattage of the load in battery mode.

Power Events Summary

The **Summary** screen displays the latest power event and the time it occurred. It also summarizes the power condition statistics during different periods. This information can be used to analyze the quality of the power source.


PowerPanel Personal Edition
Power Source
AC Utility
Battery Capacity
100%
Estimated Runtime
490 min.
CyberPower
Monitor
Configure
Help
Current Status | Summary
Power Problem Summary
Last Power Event:
AC utility power lost, use battery power at 2010/1/1 14:10:1.
Power Condition Summary
Display period: Last week
Power problem | Number of times | Amount of time
Power outage | 1 time | 2 minutes, 12 seconds
Under voltage | Never | None
Over voltage | Never | None
Invert total: | 1 time | 2 minutes, 12 seconds
Voltage regulation | Number of times | Amount of time
Boost | Never | None
Buck | Never | None
Regular total: Never None
The UPS is working normally.

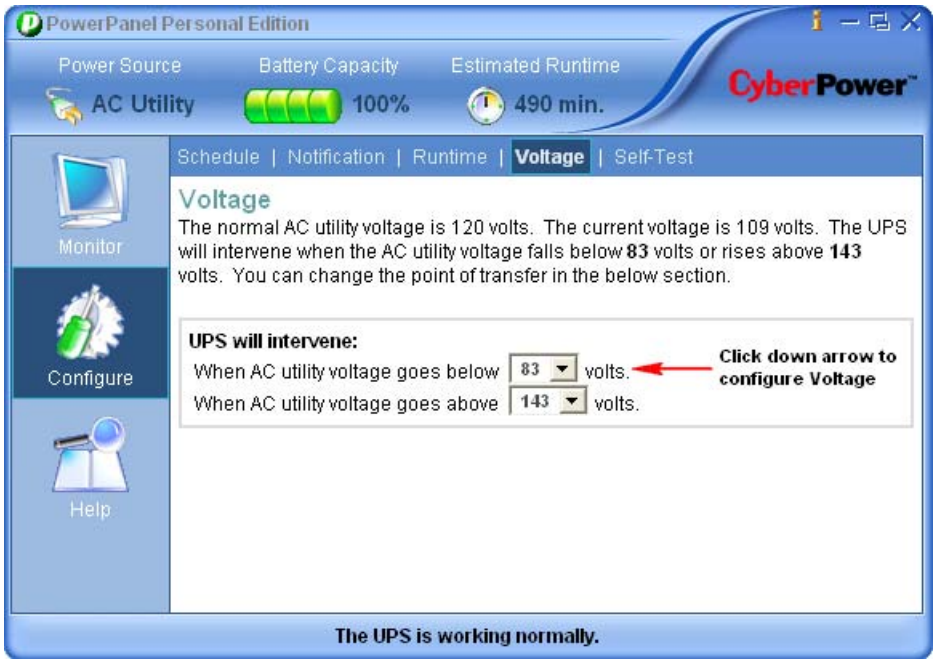
Summary Screen

The Summary screen provides the information described below:

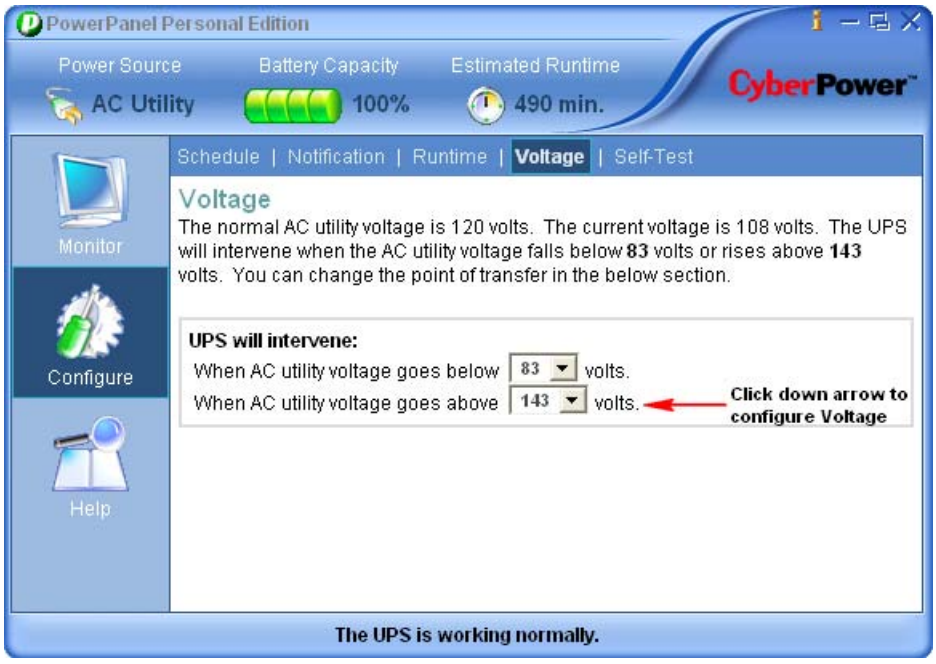
- **Display Period** - Length of time covered by the power condition summary. The display period can be set at 1, 4, 12, or 24 weeks.
- **Last Power Event** - Displays the time which the latest event occurred.
- **Power Condition Summary** - Displays the statistics of all historical power events. Each power event lists the number of occurrences and their cumulative time during the selected period. Once a new display period is selected the statistics changes to reflect the new period.

The power events are described below:

- **Power Outage** - No utility power is supplied to the UPS and it is providing battery power to support the load.
- **Under Voltage** - Utility voltage is lower than the low voltage threshold and the UPS is using batteries to supply power. The low voltage threshold can be configured on the **Configuration - Voltage** page.


PowerPanel Personal Edition
Power Source
AC Utility
Battery Capacity
100%
Estimated Runtime
490 min.
CyberPower
Schedule | Notification | Runtime | Voltage | Self-Test
Monitor
Configure
Help
Voltage
The normal AC utility voltage is 120 volts. The current voltage is 109 volts. The UPS will intervene when the AC utility voltage falls below 83 volts or rises above 143 volts. You can change the point of transfer in the below section.
UPS will intervene:
When AC utility voltage goes below 83 volts.
When AC utility voltage goes above 143 volts.
Click down arrow to configure Voltage
The UPS is working normally.

- **Over Voltage:** Utility voltage is higher than the high voltage threshold and the UPS is using batteries to supply power. The high voltage threshold can be configured on the **Configuration - Voltage** page.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Voltage
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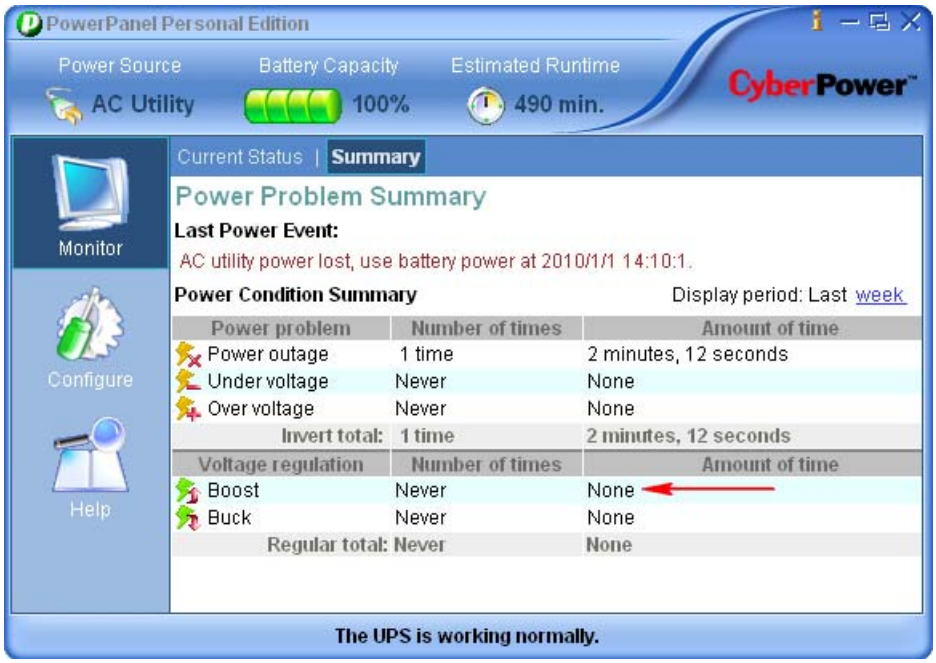
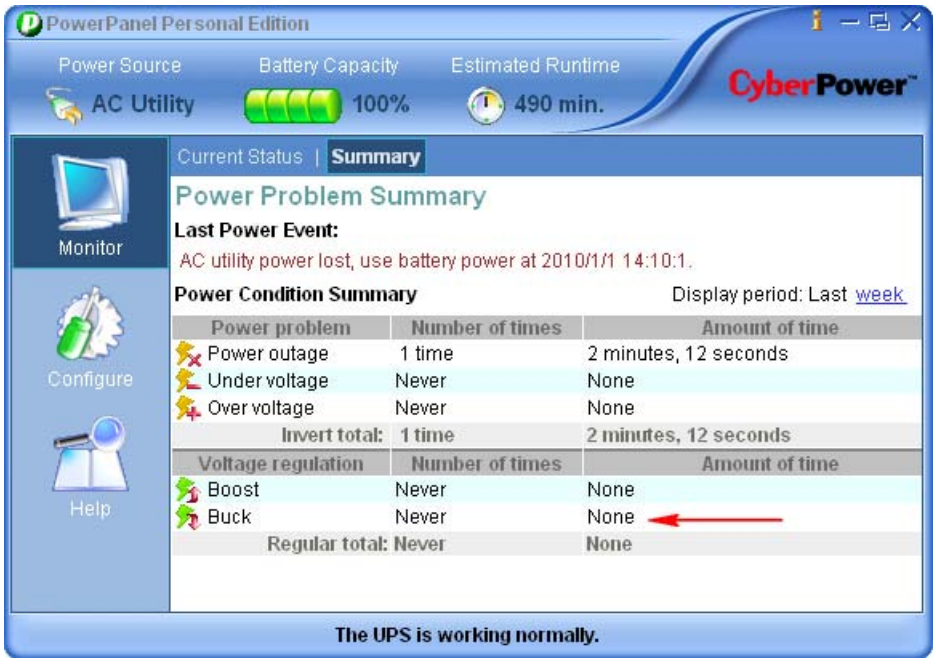
UPS will intervene:
When AC utility voltage goes below 83 volts.
When AC utility voltage goes above 143 volts.
Click down arrow to configure Voltage
The UPS is working normally.

- **Buck:** Utility voltage is approaching the high voltage threshold and the UPS is using the AVR function to decrease the utility voltage to normal.


PowerPanel Personal Edition
Power Source
AC Utility
Battery Capacity
100%
Estimated Runtime
490 min.
CyberPower
Monitor
Configure
Help
Current Status | Summary
Power Problem Summary
Last Power Event:
AC utility power lost, use battery power at 2010/1/1 14:10:1.
Power Condition Summary
Display period: Last week
Power problem | Number of times | Amount of time
Power outage | 1 time | 2 minutes, 12 seconds
Under voltage | Never | None
Over voltage | Never | None
Invert total: | 1 time | 2 minutes, 12 seconds
Voltage regulation | Number of times | Amount of time
Boost | Never | None
Buck | Never | None
Regular total: | Never | None
The UPS is working normally.

- **Boost:** Utility voltage is approaching the low voltage threshold and the UPS is using the AVR function to increase the utility voltage to normal.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Estimated Runtime
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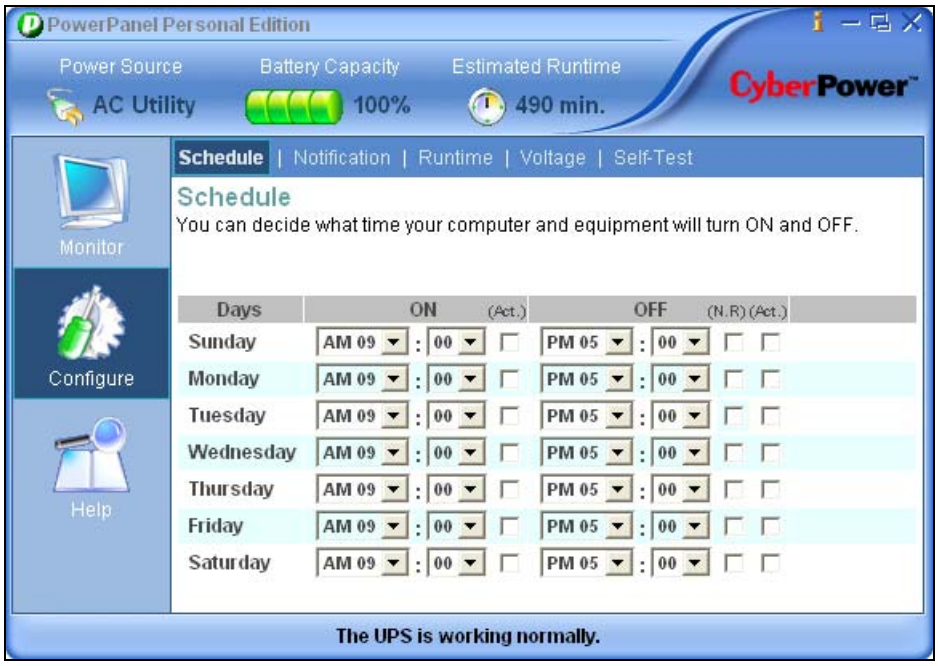
Configure
Help
Current Status | Summary
Power Problem Summary
Last Power Event:
AC utility power lost, use battery power at 2010/1/1 14:10:1.
Power Condition Summary
Display period: Last week
Power problem | Number of times | Amount of time
Power outage | 1 time | 2 minutes, 12 seconds
Under voltage | Never | None
Over voltage | Never | None
Invert total: | 1 time | 2 minutes, 12 seconds
Voltage regulation | Number of times | Amount of time
Boost | Never | None
Buck | Never | None
Regular total: | Never | None
The UPS is working normally.

__Note:__ Voltage Threshold Configuration, __Buck__ and __Boost__ states are only supported on specific UPS with the Automatic Voltage Regulator function (AVR). The UPS uses the AVR function to improve the utility voltage and supplies the power at a stable voltage.

Configure UPS

Schedule Management

PPPE can be used to schedule the computer to shutdown or hibernate, and then power off the UPS. PPPE can also be scheduled to turn on the output power and then cause the computer to restart or wake from hibernation. On the Schedule screen, shutdown and restart times can be defined for each weekday. Once the shutdown and restart on specific weekdays are activated, the schedule related information displays. The shutdown time and the restart time are displayed in red and green.


PowerPanel Personal Edition
Power Source
AC Utility
Battery Capacity
100%
Estimated Runtime
490 min.
CyberPower
Schedule | Notification | Runtime | Voltage | Self-Test
Monitor
Configure
Help
Schedule
You can decide what time your computer and equipment will turn ON and OFF.
Days ON (Act.) OFF (N.R) (Act.)
Sunday AM 09 : 00 PM 05 : 00
Monday AM 09 : 00 PM 05 : 00
Tuesday AM 09 : 00 PM 05 : 00
Wednesday AM 09 : 00 PM 05 : 00
Thursday AM 09 : 00 PM 05 : 00
Friday AM 09 : 00 PM 05 : 00
Saturday AM 09 : 00 PM 05 : 00
The UPS is working normally.

Schedule Screen

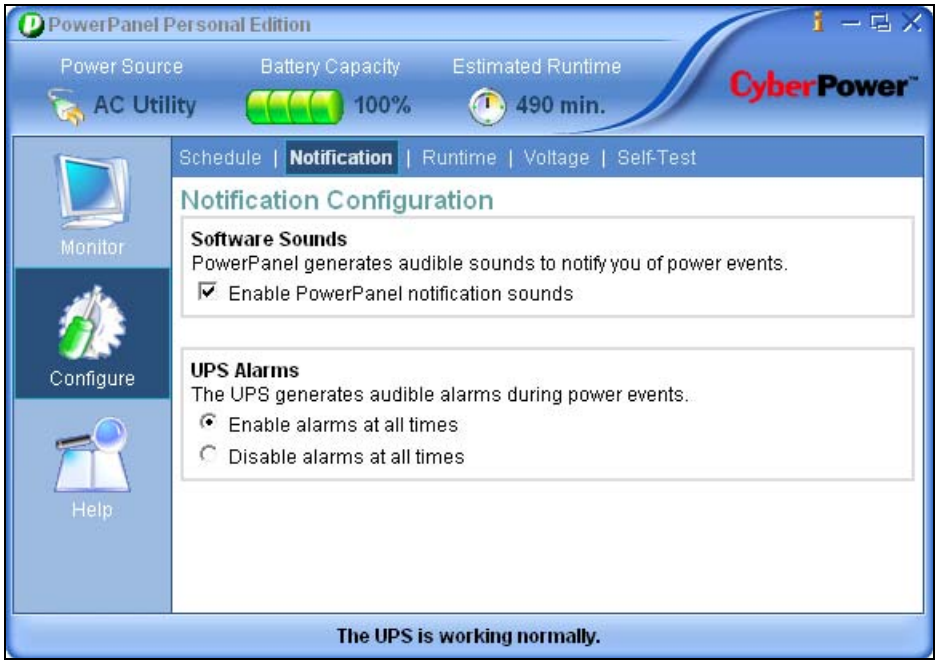
To schedule a shutdown use the OFF column. Select the shutdown time from the appropriate weekday, and place a checkmark in the Act box. To schedule a turn-on use the ON column. Select the turn-on time from the appropriate weekday row, and place a checkmark in the Act box. The scheduled action will not take place until a checkmark is placed in the Act (activate) box.

***Note**: **(Act.)** stands for Activate and **(N.R)** stands for Never Restart. You must manually restart the UPS if the **(N.R)** option is chosen.*

***Note**: The Schedule screen is not available for all UPS models.*

Turning the UPS Alarm On/Off

An audible alarm from PPPE and the UPS informs users of power events. PPPE can be configured to generate alarms and notifications in the software and from the UPS itself on the **Notification** screen.



Notification Screen

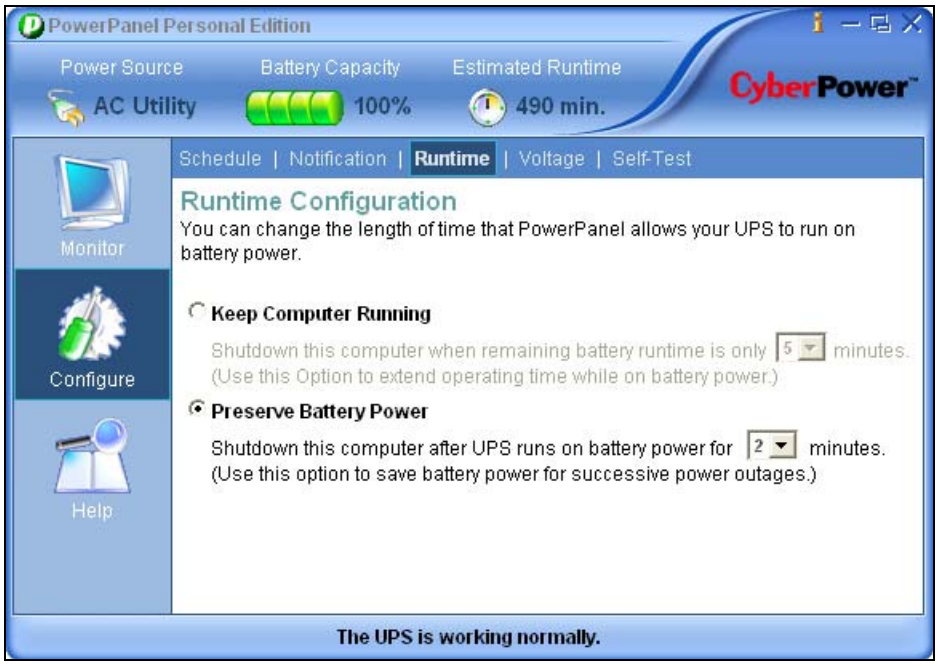
Options for **Software Sounds** and **UPS alarms** are explained below:

- **Software Sounds** - When **Enable PowerPanel notification sounds** is checked, PPPE software uses the computer speakers to generate audible sounds to warn users when a power event occurs.
- **UPS Alarms** - Use this option to turn off the UPS alarms. When the **Enable alarms at all times** option is chosen, the UPS beeps during power events.

  Note: *The **UPS Alarms** option is not available for all UPS models.*

Runtime Configuration

When a power event occurs, the UPS supplies battery power to the connected computer and equipment. In order to prevent a loss of data or a system crash, the computer shuts down gracefully and then the UPS will power off.


PowerPanel Personal Edition
Power Source
AC Utility
Battery Capacity
100%
Estimated Runtime
490 min.
CyberPower
Schedule | Notification | Runtime | Voltage | Self-Test
Monitor
Configure
Help
Runtime Configuration
You can change the length of time that PowerPanel allows your UPS to run on battery power.
Keep Computer Running
Shutdown this computer when remaining battery runtime is only 5 minutes.
(Use this Option to extend operating time while on battery power.)
Preserve Battery Power
Shutdown this computer after UPS runs on battery power for 2 minutes.
(Use this option to save battery power for successive power outages.)
The UPS is working normally.

Runtime Screen

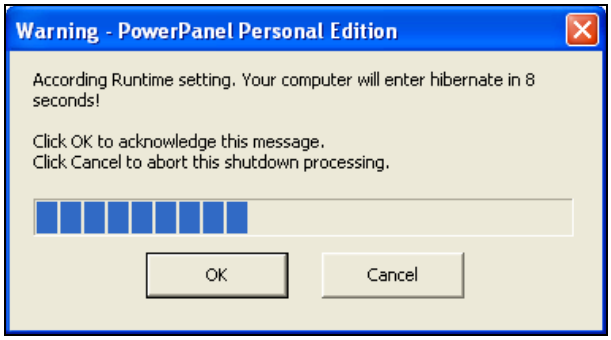
PPPE software provides the following runtime options:

- **Keep Computer Running** - When this option is chosen, the UPS supplies battery power to the connected computer until the specified remaining runtime is complete. The connected computer will have adequate time to finish incomplete jobs and shutdown completely.

  Note: *This option is not available on all UPS modes.*

- **Preserve Battery Power** - When utility power fails for the specified time, the UPS requests the connected computer to shutdown to save battery power.

Once the utility power fails for the specified time, a popup message asks whether to continue or abort the shutdown procedure. Click the **OK** button to allow the UPS to initiate a shutdown procedure, or click the **Cancel** button to abort the processing procedure. If neither option is chosen the computer will continue with the shutdown.


Warning - PowerPanel Personal Edition
According Runtime setting, Your computer will enter hibernate in 8 seconds!
Click OK to acknowledge this message.
Click Cancel to abort this shutdown processing.
OK
Cancel

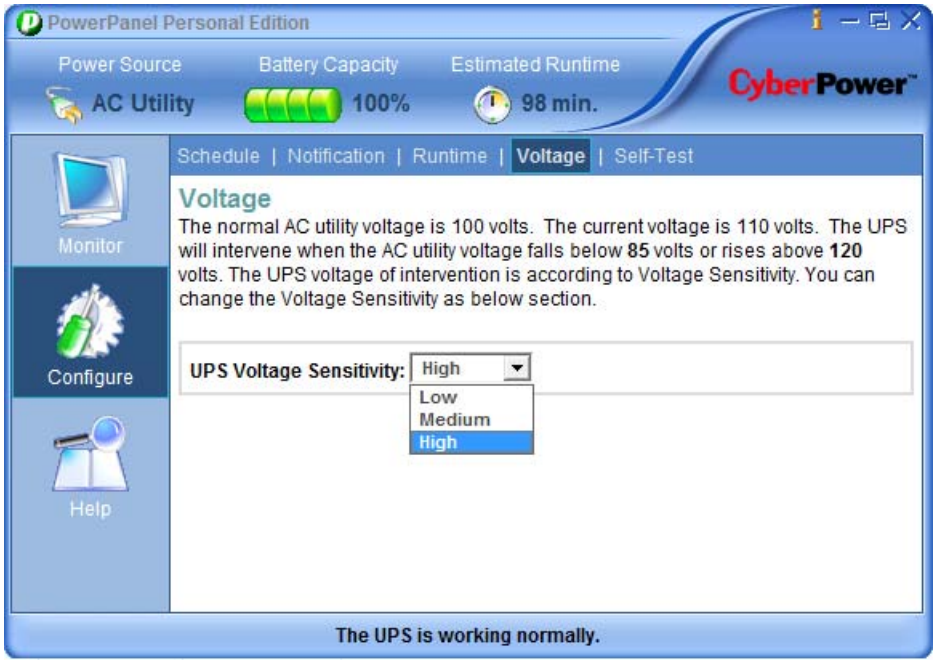
Shutdown Warning Message

Note: *If hibernation is not supported the UPS initiates a shutdown.*

Voltage

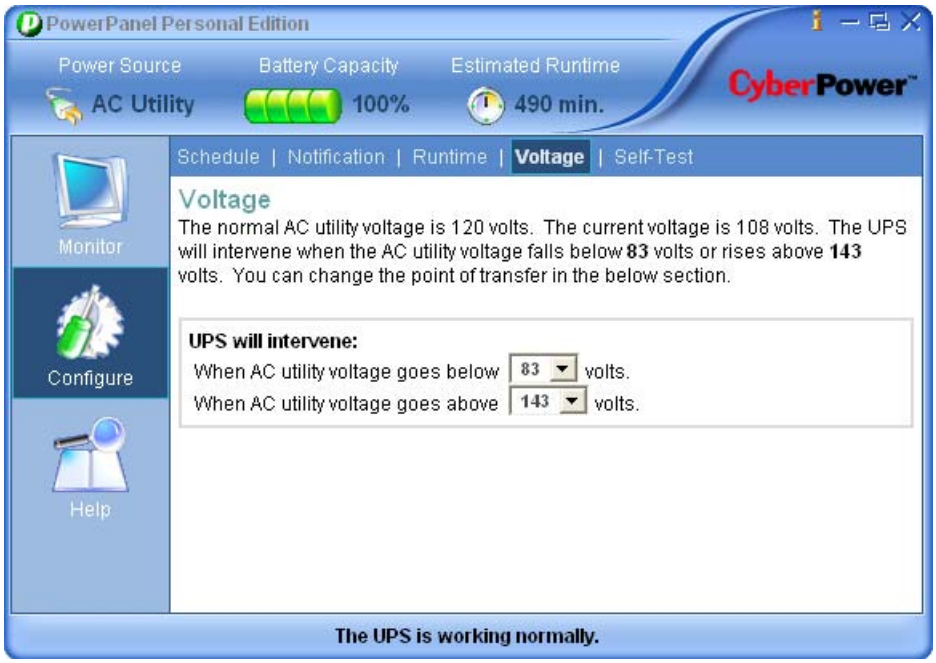
This **Voltage** screen shows the current utility voltage and the normal voltage rating of the UPS, and allows users to configure the voltage sensitivity or high/low voltage according to the UPS model. Once the utility voltage exceeded the voltage range, the UPS will supply battery power at a stable voltage to the connected equipments. Options for **Voltage Sensitivity** and **High/Low Voltage Transfer** are explained below:

- **Voltage Sensitivity** - Selects an adequate voltage ranges for you among three options (high/medium/low) supported. High sensitivity represents narrow output voltage range and it could cause much battery loss; low sensitivity represents wide output voltage range and it could cause less battery loss.


PowerPanel Personal Edition
Power Source
AC Utility
Battery Capacity
100%
Estimated Runtime
98 min.
CyberPower
Schedule | Notification | Runtime | Voltage | Self-Test
Monitor
Configure
Help
Voltage
The normal AC utility voltage is 100 volts. The current voltage is 110 volts. The UPS will intervene when the AC utility voltage falls below 85 volts or rises above 120 volts. The UPS voltage of intervention is according to Voltage Sensitivity. You can change the Voltage Sensitivity as below section.
UPS Voltage Sensitivity:
High
Low
Medium
High
The UPS is working normally.

UPS Voltage Sensitivity option on Voltage Screen

- **High/Low Voltage Transfer** – Selects the high/low voltage thresholds on the UPS. The narrow output voltage range and it could cause much battery loss; the wide output voltage range and it could cause less battery loss.

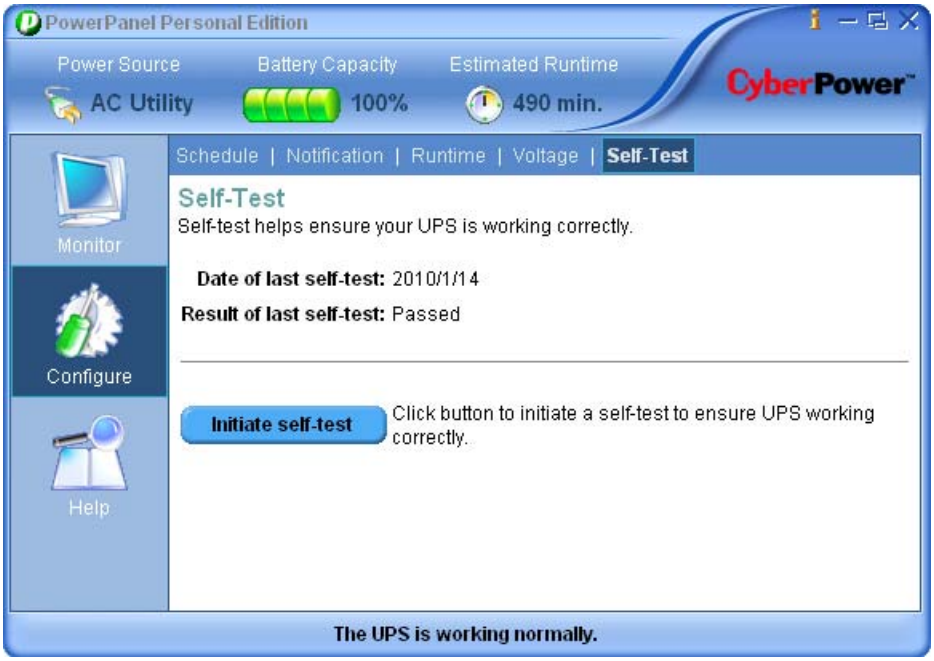

PowerPanel Personal Edition
Power Source
AC Utility
Battery Capacity
100%
Estimated Runtime
490 min.
CyberPower
Schedule | Notification | Runtime | Voltage | Self-Test
Monitor
Configure
Help
Voltage
The normal AC utility voltage is 120 volts. The current voltage is 108 volts. The UPS will intervene when the AC utility voltage falls below 83 volts or rises above 143 volts. You can change the point of transfer in the below section.
UPS will intervene:
When AC utility voltage goes below 83 volts.
When AC utility voltage goes above 143 volts.
The UPS is working normally.

High/Low Voltage Transfer options on Voltage Screen

***Note**: Narrower voltage threshold may cause excessive discharging. Excessive discharging results in batteries malfunction.*

Performing A UPS Self-Test

You can perform a Self-Test to verify that the batteries are good and the UPS operates as it should. The **Self-Test** screen displays the date and the result of the latest Self-Test. Click the **Initiate self-test** button to initiate a Self-Test.



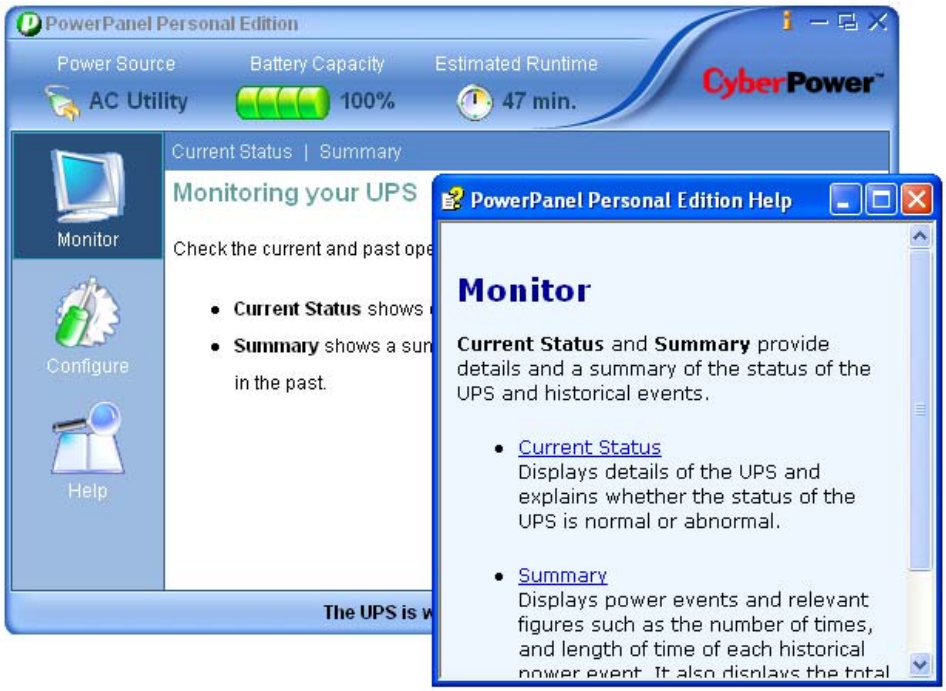
Self-Test Screen

After the Self-Test, the result is reported with detailed information as explained below:

- **Date of last self-test** - The date which the last Self-Test was performed.
- **Result of last self-test** - The result of the last Self-Test, which was performed.
  - **Passed** - The battery works normally.
  - **Failed** - The Self-Test resulted in a failure. This can be caused by missing batteries, battery malfunction, or low batteries.
  - **Aborted** - The Self-Test was aborted. This is caused by a loss of communication during the Self-Test.
  - **Battery capacity is critical** - The UPS has insufficient capacity to support a Self-Test. Wait several hours for the batteries to charge, and attempt the test again.

Help

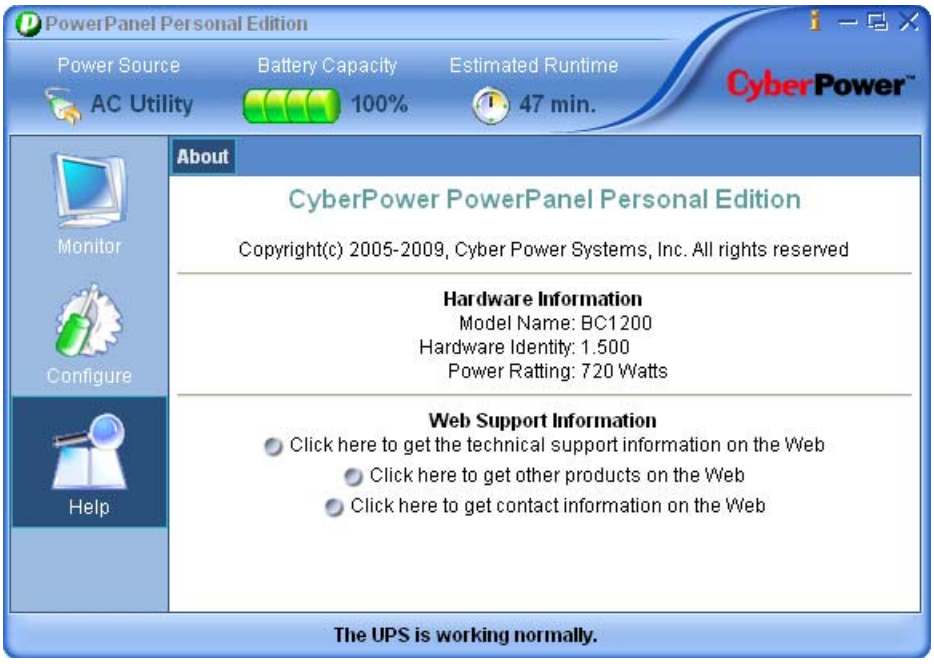
To open the help section, click the shortcut on the **Help Information** screen in PPPE.


PowerPanel Personal Edition
Power Source
AC Utility
Battery Capacity
100%
Estimated Runtime
47 min.
CyberPower
Current Status | Summary
Monitoring your UPS
Monitor
Configure
Help
PowerPanel Personal Edition Help
Monitor
Current Status and Summary provide details and a summary of the status of the UPS and historical events.
Current Status
Displays details of the UPS and explains whether the status of the UPS is normal or abnormal.
Summary
Displays power events and relevant figures such as the number of times, and length of time of each historical

Online Help

About

The **About** screen provides information about the version of PPBE and the UPS hardware There are also links for web based support and the company website.



About Screen

Technical Support

Troubleshooting

I have installed PowerPanel Personal Edition on my computer, but it will not establish communication with the UPS.

Please follow the steps below to resolve the problem:

- The UPS may not be switched on. Verify the UPS is on.
- Make sure that no other application is using the UPS USB port or serial port.
- Make sure the serial or USB cable is securely and properly connected to the UPS and computer.
- Make sure the PowerPanel® Personal Edition service is running. If the service has stopped, please follow the steps below to restart the service:
  1. Open the **Command Prompt** window.
  2. Change to the **C:\Program Files\CyberPower PowerPanel Personal Edition** directory.
  3. Use the command, **assist.exe -start service**, to start the service.

The PowerPanel Personal Edition taskbar notification area disappeared.

Follow the steps below to restart the taskbar notification area:

1. Open the Command Prompt window.
2. Change to the **C:\Program Files\CyberPower PowerPanel Personal Edition** directory.
3. Use the command, **assist.exe -start tray**, to start the taskbar notification area.

The Self-Test failed.

1. Replace the battery if the battery test fails.
2. Contact CyberPower for assistance if the battery test fails after replacing the battery.

The PowerPanel Personal Edition installation failed.

If the installation file is from the CyberPower Web site, it may have become corrupt during the download. Please download the installation file again.

The installation may have failed due to a previous installation or a previous version. Verify that there is a previous installation or previous version on your computer.

I am unable to install the PowerPanel Personal Edition because of limited account privileges.

Your account has no permission to install the software. Install the software using an account with permission.

FAQ

Which operation system supports PowerPanel Personal Edition software?

Please see page 5 of the user manual for a complete list of compatible operating systems.

How do I uninstall PowerPanel Personal Edition?

Go to **Start>>Control Panel>>Add or Remove Programs**. Click the **Change/Remove** button of the PowerPanel® Personal Edition to uninstall the program.

How do I disable the USP alarm?

Go to **Configuration>>Notifications>>Battery Backup Alarms** and select disable alarm at all times.

How can I locate my unsaved documents after restarting the computer when PPPE has shutdown the system due to a power outage?

The documents will be saved in **C:\Documents and Settings\your name\My Documents\Auto Saved** directory.

How do I verify that a computer will be shutdown in the event of power outage?

Follow the steps below to test the shutdown function:

1. Go to **Configuration>>Runtime**.
2. Choose the Preserve Battery Power option and specify the delay time.
3. Unplug the UPS from the wall to put the UPS in battery mode and wait for the delay time to run out.
4. Click the OK button on the popup dialog to agree to PPPE shutting down your computer.
5. You computer will be shut down by PPPE. This verifies that PPPE can successfully shutdown the computer in the event of a power outage.

How do I test a scheduled shutdown?

Follow the steps below to test a scheduled shutdown:

1. Go to **Configuration>>Schedule.**
2. Specify the shutdown time in the OFF column on the specified weekday 5 minutes later than the current time and date.
3. Wait for 5 minutes.
4. Click the **OK** button on the popup dialog to agree to PPPE shutting down your computer.
5. The PPPE software will request the computer shutdown after the 5-minute delay is up. This verifies the PPPE software can perform a scheduled shutdown successfully.

How do I ensure that my computer has hibernation enabled?

Not all operating systems support hibernation. **Windows 98** and **Windows ME** do not support hibernation.

If the operating system is **Windows 2000, Windows XP** or **Windows Server 2003**, please follow the steps below to enable the hibernation:

1. Open Power Options in the Control Panel. (Go to Start>>Control Panel>> Power Options.)
2. Click the **Hibernate** tab, and then select the **Enable hibernation** option. If the tab is not available, your computer hardware doesn't support hibernation.
3. Click the **OK** button to close the **Power Options** dialog box. Hibernation has been enabled.

If the operating system is **Windows Vista**, **Windows 7** or **Windows Server 2008**, please follow the below steps to enable the hibernation.

1. Open the **Command Prompt** dialog box.
2. Use the command, **powercfg.exe -hibernate on**, to enable hibernation.

Why does the shutdown occur earlier than the configured time?

The load is too high. Large loads on a UPS will deplete capacity quickly and the remaining runtime will also drop fast.

1. Reduce the load on the UPS to increase the runtime.
2. Verify that the batteries are fully charged. If the capacity is too low, charge the batteries to full capacity.

Why does the PPPE software provide few UPS information when using the serial connection to the UPS?

Due to difference of serial port specification, your UPS may support either **DB9** or **RS-232** standard. PPPE software provides less UPS information using the DB9 than RS-232. If your UPS also supports the USB, it is recommended using USB to connect to the UPS in order to obtain more information.

Glossary

- **AC Utility Power:** The power supplied by a standard wall outlet.
- **AVR:** Acronym for Automate Voltage Regulator. A function within specific UPS models, which is used to improve the voltage quality in order to supply power with a stable voltage.
- **Boost:** The AVR function used to increase the voltage when the utility power is approaching the low voltage threshold.
- **Buck:** The AVR function used to reduce voltage when the utility power is approaching the high voltage threshold.
- **Capacity:** The current battery charge expressed as a percentage of a full charge.
- **Hibernation: In hibernation** the computer will save data to the hard disk and turn off the monitor and hard disk. When the computer wakes from hibernation all open files and running programs are restored from the hard disk.
- **Lost communication, Loss of communication:** The serial or USB cable connected between the UPS and the computer is not connected securely. PPPE cannot monitor and configure the UPS until communication is established.
- **Power failure, Power lost:** An AC utility power interruption such as a blackout.
- **Runtime:** The length of time that the UPS will supply power during a power failure.
- **Sleep mode:** (Windows Vista, 7) in sleep mode, your monitor and hard disk are turned off to save energy. In sleep mode all unsaved data or files are saved to the hard disk and will be restored if a power problem occurs.
- **Standby mode: (Windows XP)** in standby mode, your monitor and hard disk are turned off to save energy. In standby mode all unsaved data or files will be lost if a power problem occurs.
- **N.R., Never Restart:** An option of the Schedule which is used to determine whether to restore the output power. If this option is checked, the output power will be restored after the utility power restores.